**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Feb 2023**

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| --- | --- | --- | --- |
| **Q1** | **We would like you to think about your recent experience of our service.****How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?** | Very Good | **314** |
| Good | **92** |
| Neither  | **17** |
| Poor | **8** |
| Very Poor | **3** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**I booked in At reception and was guided to the nurses area. I sat for less than 5 minutes before I was called in for my blood testThe doctor was very knowledgeable and sensitiveBecause l have been treated with great respect and helped by so people to dayGot any appt reasonably quickly. Receptionist very polite & helpful. My Dr was helpful & understanding.Exactly what was neededExcellent service. Friendly and efficient staffNo waiting in and out in under 10 minutes no stress no problems professional and helpfulPrompt in dealing with my ongoing problemStaff and clinicians always polite and helpfulStaff very pleasant and appointment time keptThank you for the kindness l received from all the staff and DoctorWas able to help with my query putting me at easeHe was patience and polite and listened to what you wanted to sayI was able to get the appointment I needed quickly and my doctor was thorough and explained things to meI had a phone consultation with the nurse, the best option as I had contracted a chest infection and did not wish to share it with other patients and the staff. She listened carefully, asked straightforward, open questions, clearly understood my issues and decided a clear course of action. Her manner was friendly and pleasant throughout. Thank youThank you for the kindness l received from all the staff and DoctorFelt like I was listened to and will go forward with a test to investigate the problemI feel that I can rely on the Burnham Surgery to give me appropriate priority and effective diagnoses and treatment.Receptionist very helpful and nurse caring and kind as usualThe receptionist was very friendly and helped me with a query that I had. The nurse was friendly and professional.Although making a same day appointment is extremely difficult once you have achieved this the service is goodWonderful service as ever at BurnhamGreat team at surgerySaw the nurse and trainee, both very cheerful and friendly- gave me very good advice re inoculations for travel, trainee gave me the injection, painlesslyThe service they give at our Burnham Surgery is the best. The nurse dealt with promptly & booked several follow up appts to change my dressing. I will make some cakes for my next appt. They need praise not criticismEveryone in the Burnham surgery, always tries their very best in my opinion to help me and I thank you very muchStaff have been very good to me since I moved to Burnham and I feel looked afterImmediate appointment given for my young sonTelephone enquiry perfectly dealt withDoctor, who I had only met for the first time yesterday, was charming & efficient, & put me at ease after a very harrowing experienceOn time, treated very well and came out feeling there was progressVery easy to see GP who was exceptionalFantastic staff got me dealt with very fastJust sat down when name came up Dr was very informative and helpfulThe nurse was kind and caringAppointment was easy. Nurse was excellent and didn't even feel the blood test being doneThe doctor was wonderful had the time to talk to me. Explained in detail my choices. Then we came to a conclusion.Appointment on time and treatment discussed |